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# Substantive questions: multilingual development, maintenance and enrichment of United Nations Web sites

## Report of the Secretary-General

## I. Background

1. In its resolution 53/208 C, the General Assembly stressed the need for the continuous development, maintenance and enrichment of United Nations Web sites with a view to achieving equal treatment of the six official languages on those Web sites, and requested the Secretary-General to submit proposals in this connection to the General Assembly at its fifty-fourth session through the Committee on Conferences and the Committee on Information.

2. In response to that resolution, the report of the Secretary-General on the continuous development, maintenance and enrichment of United Nations Web sites (A/AC.198/1999/6) was submitted to the Committee on Information at its twenty-first session, outlining three proposals. The first would ensure full parity among all Web sites in official languages by the end of 2001; the second would achieve the same objective over a longer period of time; and the third would seek to make available only elements in each of the languages in accordance with the level of funding made available for this purpose. In August 1999, that report was also considered by the Committee on Conferences.

3. The Committee on Information recommended that the Assembly take note of the above-mentioned report, and that it request the Secretary-General to further develop his proposals pertaining to option C discussed therein in a cost-effective manner and with a focus on textual content, including appropriate programme budget implications, for consideration by the Committee on Information and other relevant bodies.[1] The present report is submitted in response to that request.

## II. Executive summary

4. To achieve linguistic parity across the United Nations Web site, three proposals of a general nature are presented in the present report for consideration and approval by Member States. They may all be considered sub-options under option C presented in the above-mentioned report.

5. The first sub-option entails the translation and rendering of the contents of the present United Nations Web site into all official languages on an incremental basis, with no time limit for achieving full parity. The second sub-option would involve translation of only basic modules, including the audio-visual module, in order to make them available on the Web site on an ongoing basis. With the third proposed option, a sound foundation for the current maintenance and enhancement activities of the Web site would be established,

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with provision of content in other languages related to the level of usage of the Web sites in those languages. Additional monitoring of usage levels would be carried out, and new modules would be made available on an ongoing basis, as usage levels increase.

6. Under each of these proposals, it is a prerequisite that the allocations requested in annex III be approved by the appropriate intergovernmental bodies in order to establish the general and ongoing maintenance of the United Nations Web site as a regular and mandated activity.

7. The Department of Public Information has absorbed the initial and ongoing enhancement costs for the United Nations Web site from within existing resources. Any further expansion towards achieving linguistic parity would require a significant level of additional resources.

## III. Introduction

8. Over the last few years, the presentation of information on the work of the Organization has taken on new dimensions. The Internet as the fourth medium has had a great impact on the speed with which information is distributed, as well as on communications within the Organization. Accordingly, it has now become necessary to consider the presence of the United Nations on the Internet as an essential and strategic tool to project and enhance the image of the Organization in all parts of the world.

9. For ease of reference, option C as set forth in paragraphs 32 to 42 of the report of the Secretary-General on the continuous development, maintenance and enrichment of United Nations Web sites (A/AC.198/1999/6) is reproduced below. References to annexes are to the respective annexes to that report:

> **"Proposal C. Modular parity among languages**
>
> "32. This proposal seeks to balance the need for parity and the prudent and realistic use of resources for this purpose. Efforts would be concentrated on bolstering the current set-ups so that the language sites can be resourced at the minimum levels necessary for their maintenance and incremental enhancement. The production of multilingual outputs, such as audio-visual items, could be strengthened so that those products could be offered electronically over the Internet, leading to speedier access to information materials, greater efficiency and the reaching of a wider audience.
>
> "33. Under this proposal, the United Nations Web site would be developed in all official languages as staff and other resources permit. A prioritized list of items to be made available in all languages has been developed (see annex III). Parity would be introduced in modules, with a number of modules being common to each language. The audio-visual content could also be considered a module itself, as outlined below and in annex I, part II. The modular approach would be a continuous process that should eventually reduce the number of differences with improvements in the level of technology in the other official languages.
>
> **"(a) Audio-visual module**
>
> "34. This module aims at providing multimedia contents incrementally, in line with technological developments. Feature programmes from United Nations Radio and video clips of 'UN in Action' programmes could be offered as streaming media. This would supplement the text stories and features on the planned United Nations News Service page. It would also help to reinforce public information campaigns on core issues before the United Nations and related events. Programming of United Nations Radio as well as United Nations photo coverage could be offered in high-quality formats for reuse by the media. Finally, coverage by United Nations Television could be offered as live streaming media. In all three types of activities, the question of incremental language parity would be addressed. United Nations radio programmes are produced in the official languages as original products, and 'UN in Action' video programmes are produced in English and in other language versions. News coverage by United Nations Television can be captured in all official languages, with the streaming media in the floor language, and the language interpretation as supplementary audio.
>
> **"(b) Time-frame**
>
> "35. This would be an ongoing activity. The number of the various language modules and the timing of their implementation would be directly proportional to the additional resources that can be made available or redirected from existing operations. Again, this involves programme and budgetary provisions across all content-providing departments. The fast-changing nature of the Internet, in terms of its technology and cost, also makes it difficult to provide a detailed forecast for implementation.

"36. Work is already under way to provide more audio-visual content on the Internet and existing resources have been mobilized to maximize the use of the Internet for dissemination of United Nations public information materials. These activities will progressively increase, with the expectation that all United Nations radio programming will be available as streaming media by the year 2003.

"37. The question of high-quality audio-visual content for reuse by the media is already being explored. A pilot study is being undertaken on the feasibility of distributing high-fidelity United Nations radio programmes over the Internet. The results of the pilot will help map out the development of electronic distribution of those programmes to the areas of the world with advanced bandwidth and technology. The distribution of high-resolution United Nations photographs is being addressed with the implementation by the Department of Public Information of the integrated digital photo system, which should be fully operational by 2003.

"38. Finally, news coverage by United Nations Television could be made available as live streaming media as the bandwidth permits and as the ancillary technical provisions are made available.

**"(c) Resource requirements**

"39. Implementation of this proposal is not as complex an exercise as in the two previous ones, but it does involve staffing and other infrastructure investments in all content-providing departments and offices. As indicated in the previous proposals, most content providers will need to make their own budgetary arrangements to boost their content-generation facilities so as to translate and encode their materials for posting, but to a lesser extent than in the previous two proposals.

"40. Resource requirements for the audio-visual module are included in annex I, part II.

"41. In addition, management and coordination responsibilities within the Department of Public Information would increase, as would hardware and software infrastructure development. Resource requirements for the Department are also provided in annex I, part II.

"42. Annex I, part I outlines the procedure to be followed to develop the parity, should any of the proposals be decided upon."

## IV. Urgent considerations

10. The request for the present report on the issue of linguistic parity and the corresponding resource requirements have come at a stage when the proposed programme budget for the biennium 2000-2001 has already been finalized. As such, the resource requirements for the continuation of Web site activities in the other official languages and further development of the United Nations Web site would be in addition to the proposals contained in the proposed programme budget for 2000-2001, section 26, Public information (A/54/6/Rev.1, vol. III, part VII), and would need to be addressed should the Committee on Information decide to endorse the recommendations proposed in the present report.

11. As pointed out in the above-mentioned report, to date all United Nations Web site activities have been carried out from within existing resources, involving some temporary redeployment of staff, dispersal of related functions, and restructuring of activities within the Department of Public Information as well as in other content-providing departments and offices. There is at present no provision for Web site activities in the regular programme budget.

12. It must be emphasized that redeploying staff and resources from existing resources to maintain the Web site is not a sustainable exercise. Any further redeployment to attain language parity on the Web site and its further development, including the multimedia element, can only be achieved at the cost of a significant reduction in current mandated programme activities with a consequent reduction in the volume and scope of material presented on the Web.

## V. Production considerations

13. There are three types of materials that are currently posted on the United Nations Web site. The first type consists of static elements that, once posted, do not need regular maintenance. Among these are parliamentary documents, booklets, photographs and radio programmes. The second type consists of materials that need to be updated frequently, such as news items, briefings, United Nations *Journal* etc. The third type are databases, the most complex element of the Web site. These consist of records that are continuously updated, and are retrieved and displayed based on user preference inputs.

14. To date, a small percentage of the material that is currently available on the United Nations Web site has been produced solely for that medium. The vast majority of the

material consists of print materials that have been adapted for presentation on the Web, many of which are not available in all languages. Accordingly, the language versions would have to be produced separately, at a significant cost, before their posting on the Web site.

## VI. Time-sensitive information

15. There are certain distinct considerations that will need to be taken into account before a decision with regard to the preparation and posting of time-sensitive materials to the United Nations Web site is reached. As indicated, for example, in paragraph 11 of the above-mentioned report, daily press releases are now available only in English and French. Making these available on a daily basis in all official languages would require considerable resources, together with an investment in infrastructure. It may be recalled that at the first part of its twenty-first session, held from 3 to 14 May 1999, the Committee on Information had before it a conference room paper containing programme budget implications of the two options for the production of United Nations press releases in all official languages (A/AC.198/1999/CRP.2). The Committee did not take action on either option at that time.

16. The enhanced delivery of news services to the media through all available means is a priority for the Department. As with press releases above, the timeliness fundamental to the utility of such a service requires a similar immediate capacity to produce the versions in other languages. Accordingly, high-priority items for inclusion in the proposed multilingual Web site (see annexes) include language versions of the highlights of the daily noon briefing by the Spokesman for the Secretary-General, as well as of the daily news items — both text-based and audio — which would be central to the enhanced news service being developed from the existing United Nations Radio and Daily Highlights operations.

17. Among other information materials that are produced in the Department of Public Information, annex I provides a breakdown of elements that are prioritized for translation and posting on the Web site. They include publications, catalogues, research guides and maps.

18. The multimedia aspects of the Web site also need to be considered seriously. Streaming media provides an extremely cost-effective distribution path. Already, programmes of the United Nations Radio made available on the United Nations Web site have attracted a good audience, with over 100 accesses a day. Annex II provides a breakdown of multimedia elements that are prioritized for translation, encoding and posting on the Web site.

## VII. Parliamentary documentation

19. All parliamentary documentation is available to Member States at no cost via the Internet through the optical disk system. These materials are also available to other users by subscription determined in a cost-recovery basis, as mandated by the General Assembly in its resolution 51/211 F.

20. It is envisaged that the optical disk system would continue as a permanent storage facility. Recent and current documents may, however, be made available through the Web site at no charge for a limited time, with later availability on a subscription basis. Should the documents continue to remain available on the Web site, a loss of subscription revenue would occur. Such a decision would also require a change in the mandate established by the above resolution.

## VIII. Translation of databases

21. Databases are complex storage systems from which sets of data can be retrieved based on criteria submitted by the user or as required by the particular presentation. Databases not only consist of figures but may also contain documents each of which may have designated elements to facilitate search and retrieval. Making these databases available on the United Nations Web site in all official languages entails the translation of all the elements. It may be recalled that it has been determined in various testing situations that machine translation technologies have not yet approached an acceptable range. The next step entails that the search engine itself be reprogrammed to recognize, identify and retrieve these elements in other languages.

22. At the present time, database and search functions in Arabic, Chinese and Russian are still in the early stages of development. Thus, even if the records were to be translated at a significant cost, these database functions would require development through external expertise, the costs for which could run into hundreds of thousands of dollars, depending on the complexity of the language structure and the availability of the requisite expertise. It is, however, expected that with the rapid development of technology, these would become commercially available at a manageable cost within a few years.

23. Current data indicate that the United Nations Web site receives approximately three million accesses per week. On a given weekday (19 August 1999), this translated to 488,394 accesses, of which 460,686 or 94.33 per cent of accesses were for the site in English; 11,977 or 2.45 per cent for the French; 9,061 or 1.85 per cent for the Spanish; 2,492 or 0.51 per cent for the Chinese; 2,244 or 0.46 per cent for the Arabic; and 1,934 or 0.40 per cent was for the Russian language portion of the United Nations Web site. Thus, even though production costs may be the same for each language, costs per use would be extremely high for the less used sites.

## IX. Proposals

24. As indicated in the earlier report, because of the remarkably fast-changing nature of the Internet it is extremely difficult to attach a firm cost estimate to any proposal. Bearing in mind the cost-effectiveness of the undertaking, three proposals of a general nature are presented in the present report for consideration and approval by Member States. They may all be considered as sub-options under option C presented in the above-mentioned report (see para. 9 above for the text of option C).

25. Under each of these proposals, it is a prerequisite that the allocations requested in annex III below be approved in order to establish that the general and ongoing maintenance of the United Nations Web site be designated a regular and mandated activity.

26. Proposal C-1 entails the translation and rendering of the contents of the present United Nations Web site into all official languages on an incremental basis, with no time-frame for achieving full parity.

27. Under proposal C-2, only selected basic modules, including the audio-visual module, would be translated and made available on the Web site on an ongoing basis. These modules would be decided upon by the content-providing offices based on guidance from Member States.

28. Proposal C-3 would seek to establish a sound foundation for the current maintenance and enhancement activities of the Web site, with provision of content in other languages related to the level of usage of the Web site in those languages. Additional monitoring of usage levels would be carried out and new modules made available on an ongoing basis as usage levels increase. Modules would not necessarily be translated in their entirety.

### Proposal C-1. Eventual parity among official languages

29. This proposal is similar to options A and B introduced in the above-mentioned report of the Secretary-General but imposes no definite time-frame for final implementation. Development of the language Web sites would be on an incremental basis, based on the allocation of resources in the regular budget. A feasibility study would be carried out in early 2000 to establish a time-line and ongoing resource requirements, and also to monitor progress.

*Resource requirements*

30. Implementation of this proposal is expected to be an ambitious and costly exercise which would involve considerable staffing, training and other infrastructure requirements in all content-generating departments and offices. In addition to the basic staffing requirements outlined in annex III, it would require significant additional resources for translation, encoding and maintenance of the expanded Web site, which could be determined after the completion of the proposed feasibility study. Prior to such a study, it is not possible to estimate with any degree of accuracy the costs that would be involved in the implementation of this proposal. It is estimated that a basic study would cost approximately US$ 100,000, and an allocation for this purpose would need to be made in the proposed programme budget for 2000-2001.

### Proposal C-2. Selective enhancement among official languages

31. Under proposal C-2, only selected basic modules, including the audio-visual module, would be translated and made available on the Web site on an ongoing basis. These modules would be decided upon by the content-providing offices, based on guidance from Member States. All content on the current United Nations Web site in English would be prioritized into high and medium priority groups. Examples are provided in annex II. The Department of Public Information would coordinate this exercise and ensure the availability of a wide range of materials in all official languages.

*Resource requirements*

32. Implementation of this proposal would also be relatively complex and resource-intensive. It would need to be implemented in phases over the course of several bienniums, depending on the level of available resources. As in the previous proposal, in addition to the basic staffing requirements outlined in annex III this proposal would also require significant additional resources for translation,

encoding and maintenance of the expanded Web site, though on a relatively lesser scale. Once again, a feasibility study would need to be carried out at a cost of approximately US$ 100,000, and an allocation for this purpose would need to be made in the proposed programme budget for 2000-2001. On the basis of the findings of the study, an estimate of the costs involved would become available.

33. The estimated cost of US$ 100,000 for the feasibility study mentioned in the preceding paragraphs is not included in the proposed programme budget for the biennium 2000-2001. Accordingly, should the Committee decide to choose option C-1 or C-2 and decide to have the related feasibility study carried out in 2000-2001 in order to determine the cost, an additional amount of US$ 100,000 would be required in the biennium 2000-2001.

### Proposal C-3. Establishment of sound foundation for current Web site enhancement and maintenance activities

34. Proposal C-3 would seek to establish a sound foundation for the current maintenance and enhancement activities of the Web site, with provision of content in other languages related to the level of usage of the Web site in those languages. Monitoring of usage levels would be carried out and additional modules made available on an ongoing basis as usage levels increase. In order to ensure a broad range of available material, modules would not necessarily be translated in their entirety or into all languages. Every effort would be made to adapt for Web publishing the multilingual audio-visual products already available in the conventional format.

35. The emphasis in this proposal is thus to establish the current ad hoc activities relating to the maintenance and enhancement of the Web site on a firm and realistic basis and increase Web publishing and electronic distribution of adapted multilingual audio-visual products which are now available in the conventional format. That two-pronged approach would constitute a logical step in building not only an enhanced multilingual United Nations Web site but also a solid foundation for the United Nations Internet operation as a whole. This approach is cost-effective since minimal technical investment, outlined below, would be required anyway to strengthen distribution of United Nations audio-visual products. Besides, this systematic approach would complement the efforts already under way to build an integrated digital multimedia management system for the United Nations.

*Resource requirements*

36. The two-pronged approach to the task of enhancing the United Nations Web site and laying a solid foundation for the United Nations Internet operation requires: (a) Staffing as outlined in annex III; (b) specialized training of staff; (c) development of a segmented United Nations local area network at minimal cost to support the traffic of multimedia files; and (d) temporary hosting services, with the United Nations exercising strict control over the contents, while its own infrastructure is being readied to accommodate the traffic and storage of multimedia files generated in the radio, television and photographic areas.

37. Since this option focuses on the establishment of the current ad hoc activities relating to the maintenance and enhancement of the Web site on a firm and realistic basis, the basic staffing needs as outlined in annex III would represent the main resource requirement. This core capacity would be utilized to build on the existing structures and gradually add to the Web site new material in all official languages. Additional resources would be sought as and when necessary, only in the case of specific tasks as they may emerge. With the complement of regular staffing, together with ad hoc arrangements, it would be possible to take advantage of improvements in technology to automate many routine Web site management tasks and undertake modest additions to the site on an ongoing basis, thus creating conditions for further increases in content in the other languages as usage continues to grow.

38. Staff training is an essential element in preparing the United Nations to work in the digital world of the twenty-first century. Training activities should include Web technologies, as well as digital television and radio production and adaptation of those products for Web publishing.

39. Hosting services, with the United Nations exercising strict control over the multimedia contents, involve the temporary rental of server capacity and technical support on a 24-hour basis, pending the upgrading of the Secretariat's infrastructure. With the inclusion of a hosting capability, together with additional integrated services digital network lines, the United Nations would be able to stream, for instance, meetings of the General Assembly in all six official languages, a workload and traffic that current capacity of its server does not permit.

40. The above investments would also complement other activities currently being undertaken by the Department of Public Information. The Department is working towards the development of an integrated digital multimedia management system that will facilitate easier and faster

online searches and downloading of photographs, audio files and textual material. Such a system is essential preparation for the planned upgrading of radio and television studios with digital facilities.

41. The estimated biennial cost, if option C-3 is chosen, would be US$ 13,363,150, as detailed in annexes I, II and III. Accordingly, should the Committee decide to choose option C-3, additional resources in the amount of US$ 13,363,150 would be required under section 26, Public information, of the proposed programme budget for 2000-2001 (A/54/6/Rev.1, vol. III, part VII). This would be above and beyond any additional resources that might be required in any content-providing departments.

## X. Determination of priorities

42. In order to achieve a balance between the need for multilingual access to the United Nations Internet services and the reality of budgetary constraints, planning and development activities will need to consider the issues relating to expansion of services in other languages in the following priority order:

(a) First, Internet interfaces should be developed to existing databases in the language(s) in which these information services are currently maintained. Emphasis should be placed on multilingual access to documentation required by Member States in their deliberations, major research databases that support those deliberations and public information materials;

(b) Second, top-level pages and navigational menus, which would normally change infrequently, should be translated into all official languages once the amount of information available through the United Nations Web site in a given language has passed a reasonable threshold;

(c) Third, subject to individual operational constraints and the overriding demand for timely dissemination, substantive information and services that are not already available in all official languages should be upgraded to those languages. Where topics of general or specific interest to a given region are concerned, language priorities may vary.

43. Information providers will work in active partnership with the Department of Public Information and the Information Technology Services Division of the Department of Management to overcome any technical difficulties in the manipulation of non-Roman character sets (i.e., Arabic, Chinese and Russian) or of extended ASCII characters (i.e., accented vowels in French and Spanish) and to adhere to established standards. Operational and budgetary concerns, as noted above, will be more significant than technical manipulation of character sets, especially with respect to ongoing translation of new or rapidly changing information.

## XI. Conclusions and recommendations

44. Before the task of enhancing the United Nations Web site is taken on, it is of fundamental importance that the current ad hoc arrangements be formalized so that at least the current status of the maintenance of the Web site in the six languages can be maintained. Also, minimum investment would need to be made to allow for an increase in Web publishing and electronic distribution of adapted multilingual audio-visual products already available in the conventional format.

45. As emphasized in the previous report (A/AC.198/1999/6), Web site management is a completely new activity which has been carried out on an ad hoc basis. Accordingly, a specific mandate and appropriate budgetary allocation are required for its continuation and further development. Moreover, Member States have indicated their desire that Web site activities be carried out in addition to the present traditional means of distribution. Also, in its first report on the proposed programme budget for the biennium 2000-2001 (see A/54/7, para. VII.9), the Advisory Committee on Administrative and Budgetary Questions (ACABQ) pointed out that the United Nations Web site should become a major instrument in the dissemination of information. So far, six Professional and five General Service posts have been redeployed from within the Department of Public Information to its Information Technology Section to undertake activities relating to the maintenance and enhancement of the Web site. However, it has not been possible to dedicate the required number of posts for the maintenance and development of sites in all official languages, as any further reallocation of the Department's resources to this activity would seriously compromise its ability to carry out its mandated activities. The current approach is under-resourced and unsustainable, and it requires a viable allocation of resources from within the regular programme budget of the United Nations.

46. Accordingly, it is recommended that proposal C-3 be pursued in order to ensure a realistic and cost-effective use of limited resources, achieve a balanced linguistic diversity on the United Nations Web site and establish a sound foundation for its future expansion.

47. The attention of the Committee is also drawn to the report of ACABQ on the proposed programme budget for the biennium 2000-2001 (see A/54/7, para. VII.9), in which it requested that cost estimates and a Secretariat-wide plan for the development of a United Nations Web site be submitted at the main part of the fifty-fourth session of the General Assembly. The Committee may wish to take the request by ACABQ into account while considering the various options presented in the current report.

*Notes*

[1] See *Official Records of the General Assembly, Fifty-fourth Session, Supplement No. 21* (A/54/21), chap. IV, draft resolution B.

# Annex I

## Information items for inclusion in multilingual Web site

### I. High priority documents

#### 1. Static HTML or .pdf items

| *Item* | *No. of pages* | *Recommended languages* | *Total cost[a] (US$ 150/lang/page)* |
|---|---|---|---|
| Library home page | 1 | 2 (RS) | 300 |
| Documents alert (header pages) | 6 | 3 (ARS) | 2 700 |
| UN-I-QUE (header) | 4 | 3 (ARS) | 1 800 |
| United Nations system pathfinder (introductory matter) | 3 | 5 (ACFRS) | 2 250 |
| Electronic resources (introductory) | 1 | 4 (ACRS) | 600 |
| Services and collections | 17 | 4 (ACRS) | 10 200 |
| Databases and publications | 7 | 4 (ACRS) | 4 200 |
| Directory of services | 2 | 4 (ACRS) | 1 200 |
| Reference guides (introductory) | 1 | 4 (ACRS) | 600 |
| Depository libraries (header) | 2 | 4 (ACRS) | 1 200 |
| Depository libraries (ST/LIB/13/Rev.5) | 22 | 4 (ACRS) | 9 900[b] |
| Depository libraries (ST/AI/189/Add.11/Rev.2) | 4 | 3 (ACS) | 1 800[c] |
| Cartographic Section home page and header pages | 7 | 4 (ACRS) | 4 200 |
| Cartographic Section general maps | 118 | 1 (F) | 17 700 |
| Cartographic Section geographic information | 3 | 2 (RS) | 900 |
| Cartographic Section (About us) | 2 | 4 (ACRS) | 1 200 |
| **Total** | | | **60 750** |

[a] No. of pages × no. of languages × $150.

[b] Text available in all languages in print form; Russian available in .pdf.

[c] Text available in all languages in print form.

### 2. Dynamic or frequently updated items

| *Item* | *Update frequency* | *No. of pages* | *Recommended languages* | *Total cost[a] (US$ 150/lang/page)* |
|---|---|---|---|---|
| United Nations documentation: research guide | As required | 125 | 4 (AFRS) | 150 000[b] |
| Noon briefing highlights | 250 daily | 5 | 5 (ACFRS) | 1 875 000 |
| Appointments (SG/DSG) | 250 daily | 2 | 5 (ACFRS) | 750 000 |
| **Total** | | | | **2 775 000** |

[a] Frequency × no. of pages × no. of languages × 2 years × $150.

[b] No. of pages × no. of languages × 2 years × $150.

## II. Medium priority items

### 1. Static HTML or .pdf items

| *Item* | *No. of pages* | *Recommended languages* | *Total cost[a] (US$ 150/lang/page)* |
|---|---|---|---|
| UN Chronicle | 48 | 5 (ACFRS) | 36 000 |
| Africa Recovery | 30 | 5 (ACFRS) | 22 500 |
| Catalogue 2000 | 171 | 2 (FS) | 51 300 |
| About UN Publications | 43 | 5 (ACFRS) | 32 250 |
| What's New | 300 | 2 (FS) | 90 000 |
| Catalogues | 800 | 2 (FS) | 240 000 |
| International Bookshop | 43 | 5 (ACFRS) | 32 250 |
| Academic textbooks | 88 | 2 (FS) | 26 400 |
| Electronic products | 17 | 2 (FS) | 5 100 |
| Periodicals | 13 | 2 (FS) | 3 900 |
| Distributors | 8 | 5 (ACFRS) | 6 000 |
| Rights and licensing | 1 | 5 (ACFRS) | 750 |
| **Total** | | | **546 450** |

[a] No. of pages × no. of languages × $150.

## 2. Dynamic items which are updated frequently

| *Item* | *Update frequency* | *No. of pages* | *Recommended languages* | *Total cost[a] ($150/lang/page)* |
|---|---|---|---|---|
| Press conferences | 250 daily | 1 | 1 (F) | 75 000 |
| UN Chronicle | 4 quarterly | 48 | 5 (ACFRS) | 288 000 |
| Africa Recovery | 4 quarterly | 30 | 5 (ACRFS) | 180 000 |
| United Nations Yearbook (proposed site) | 1 annual | 40 | 5 (ACRFS) | 60 000 |
| United Nations publications Web page | 52 weekly | 1 | 5 (ACRFS) | 78 000 |
| About United Nations publications | 1 annual | 1 | 5 (ACRFS) | 1 500 |
| What's New | 26 bi-weekly | 40 | 2 (FS) | 624 000 |
| Special offers | 4 quarterly | 3 | 2 (FS) | 7 200 |
| International Bookshop | 12 monthly | 10 | 5 (ACRFS) | 180 000 |
| Academic textbooks | 2 biannual | 44 | 2 (FS) | 52 800 |
| Electronic products | 1 annual | 2 | 2 (FS) | 1 200 |
| Exhibits | 1 annual | 2 | 5 (ACRFS) | 3 000 |
| Business page | 4 quarterly | 3 | 2 (FS) | 7 200 |
| Model United Nations | 1 annual | 10 | 5 (ACRFS) | 15 000 |
| Department of Peacekeeping Operations maps | As required | 15 | 1 (F) | 2 250[b] |
| Department of Peacekeeping Operations maps (archives) | As required | 98 | 2 (FS) | 29 400[b] |
| Depository libraries — news updates | 12 monthly | 8 | 5 (ACRFS) | 144 000 |
| **Total** | | | | **1 748 550** |
| **Total annex I** | | | | **5 130 750** |

[a] Frequency × no. of pages × no. of languages × 2 years × $150.

[b] No. of pages × no. of languages × $150.

# Annex II

## Multimedia items for inclusion in multilingual Web site

### I. High priority items

#### 1. Static HTML or .pdf items

| *Item* | *No. of pages* | *Recommended languages* | *Total cost[a] ($150/lang page)* |
|---|---|---|---|
| Radio | 35 documents × 2 | 4 (ACRS) | 42 000 |
| Photo | 24 documents × 2 | 5 (ACFRS) | 36 000 |
| **Total** | | | **78 000** |

[a] No. of pages × no. of languages × $150.

#### 2. Dynamic items which are updated daily

| *Item* | *Update frequency* | *No. of pages* | *Recommended languages* | *Total cost[a] ($150/lang page)* |
|---|---|---|---|---|
| Radio (news) | 250 daily | 2 | 2 (AR) | 300 000 |
| News ticker with daily highlights | 250 daily | 1 | 4 (ACRS) | 300 000 |
| Photos | 12 monthly | 10 | 5 (ACFRS) | 180 000 |
| **Total** | | | | **780 000** |

[a] Frequency × no. of pages × no. of languages × 2 years × $150.

#### 3. Databases which are updated frequently

| *Database* | *Update frequency* | *Average no. of new records per year* | *No. of existing records* | *Recommended languages* | *Total cost[a] (US$ 150/lang page)* |
|---|---|---|---|---|---|
| UN in Action | 52 weekly | 52 | 636 | 1 (F) | 111 000 |
| Security Council meeting on film and video | 52 weekly | 115 | 704 | 1 (F) | 140 100 |
| General Assembly meetings on film and video | 52 weekly | 100 | 600 | 1 (F) | 120 000 |
| **Total** | | | | | **371 100** |

[a] [(Average no. of new records per year × 2 years) + no. of existing records] x no. of languages × $150.

## II. Medium priority multimedia items

### 1. Static HTML or .pdf items

| *Item* | *Average no. of special events per year* | *No. of pages* | *Recommended languages* | *Total cost[a] (US$ 150 lang page)* |
|---|---|---|---|---|
| Television | 5 | 2 | 5 (ACFRS) | 7 500 |
| United Nations sound and images archives | 6 | 2 | 4 (ACRS) | 7 200 |
| **Total** | | | | **14 700** |

[a] Average no. of special events per year × no. of pages × no. of languages × $150.

### 2. Dynamic items which are updated daily

| *Item* | *Update frequency* | *Average no. of special events per year* | *No. of pages* | *Recommended languages* | *Total cost[a] (US$ 150 lang page)* |
|---|---|---|---|---|---|
| Special events | Monthly | 34 | 2 | 5 (ACFRS) | 102 000 |
| **Total** | | | | | **102 000** |

[a] Average no. of special events per year × no. of pages × no. of languages × 2 years × $150.

### 3. Databases which are updated frequently

| *Database* | *Update frequency* | *Average no. of items per year* | *No. of existing records* | *Recommended languages* | *Total cost[a] ($150 lang page)* |
|---|---|---|---|---|---|
| United Nations film and video catalogue | Annual | 1 | 100 | 5 (ACFRS) | 76 500 |
| **Total** | | | | | **76 500** |
| **Total annex II** | | | | | **1 422 300** |

[a] [(Average no. of items per year × 2 years) + no. of existing records] × no. of languages × $150.

# Annex III

## Ongoing development and maintenance of the United Nations Web site in all official languages

In order to ensure the continued maintenance of the Web sites in the official languages, it is proposed that the Information Technology Section, Department of Public Information, be allocated nine new Professional and four General Service posts, together with the material resources described below. This is above and beyond any additional resource investments that may be required by content-providing departments.

| *Web site component* | *Posts required* | *Cost* |
|---|---|---|
| Overall development, policy, direction and management | Chief of Section (P-5) | 272 300 |
| | Web Site Applications Specialist (P-3) | 197 300 |
| | Web Site Design Specialist (P-3) | 197 300 |
| | Web Site Technical Coordinator (P-3) | 197 300 |
| | Web Site Design Assistant (GS-5/6) | 111 200 |
| | Web Site Technical Assistant (GS-5/6) | 111 200 |
| | Secretary/Clerk (GS-4) | 111 200 |
| Each language unit (six units) | 6 Web Site Coordinators/Editors (P-4) | 1 425 600 |
| | 6 Web Site Officers (P-2/3) | 1 069 800 |
| | 6 Web Site Assistants (GS-5/6) | 667 200 |
| Audio-Visual component | Design/Troubleshooting Specialist (P-3) | 197 300 |
| | 2 Radio Producers (P-2) | 318 600 |
| | 2 Production Assistants (GS) | 222 400 |
| | 2 Encoding Support Assistants (GS) | 222 400 |
| | Scanning Support Assistant (GS) | 111 200 |
| News and Editorial | 4 News Writers (P-3) (language posts) | 789 200 |
| | 2 News Assistants (GS) | 222 400 |
| Total Professional posts required | 23 | |
| Total General Service posts required | 16 | |
| Total post costs | | 443 900 |

| *Web site component* | *Posts required* | *Cost* |
|---|---|---|
| **Material and services** | | |
| High-speed computers and furniture (23 x US$ 3,500 each) | | 80 500 |
| Dedicated Web server for each of the language sites (5 x US$ 25,000); media server, in-house and/or through hosting facilities with strict United Nations control on media contents (US$ 40 000 + [6 ISDN lines x US$ 1 000/month x 2 years]) | | 309 000 |
| Additional bandwidth costs for expected increased usage TI lines (US$ 1 000/mo x 2 years) | | 24 000 |
| Internet-related software, namely a search engine capable of processing search requests in each language; linguistic resources, such as dictionaries and glossaries | | 15 000 |
| Hardware/software to facilitate Web site design and enhancement and the integration of digital production, multiple encoding and automated dissemination of high-end audio-visual contents for reuse by the media | | 5 000 |
| Training and development 23 x 2 x US$ 2 000 per programme | | 92 000 |
| **Total material costs** | | **525 500** |
| **Total annex III** | | **6 810 100** |
| **Grand total, annexes I-III** | | **13 522 450** |